

**Consultation on proposals for changes to the ticketing options and fares offered at Chelmsford Park and Ride services and on Saturday opening at the Chelmer Valley site.**

**Consultation January 21<sup>st</sup> 2019 to March 22<sup>nd</sup> 2019**

**1. What are we consulting over?**

The proposed consultation will ask questions around the following:

1. Closure of Chelmer Valley Park and Ride on Saturdays. Sandon would remain open for customers wishing to use the Park and Ride and would run on a loop route around the City Centre.
2. A discounted ticket offer when tickets are purchased digitally through a mobile app
3. Raising the child fare age from 16 to 18
4. Removing the ticket machines on site as they reach end of life from 2019 and **continue** to allow cash fares to be taken on bus

**2. Why are we doing this?**

- To reduce costs to the taxpayer,
- To improve the running times of the services and
- To meet some customer requests received from the Park and Ride survey in summer 2018.

**3. Does this consultation include the Colchester Park & Ride service?**

No it relates to the Chelmsford Park & Ride services only.

**4. How long does the consultation last?**

The consultation will run for 8 weeks and will close on 22<sup>nd</sup> March 2019

**5. Where is this consultation questionnaire on line?**

[www.essex.gov.uk/Chelmsford-park-and-ride](http://www.essex.gov.uk/Chelmsford-park-and-ride)

**6. How do I get paper copies of the questionnaire?**

Either

- Ask at the Sandon or Chelmer Valley Park and Ride Sites
- email [passenger.transport@essex.gov.uk](mailto:passenger.transport@essex.gov.uk)

Paper copies **will not** be available in your local library.

## **7. If I have questions about the consultation, where can I get more information?**

Please email [passenger.transport@essex.gov.uk](mailto:passenger.transport@essex.gov.uk)

## **8. What happens after the consultation finishes?**

We will collate the responses from the survey and summarise them as part of our report regarding the renewal of these contracts. Essex Insight will publish the findings of the consultation.

## **9. When will the services change?**

Once this consultation is closed the outcomes will be considered.

The outcome will be available in Spring 2019 and via the Transport & Travel communications and the information teams web page:

<http://www.essexhighways.org/Transport-and-Roads/Getting-Around/Bus/Bus-timetable-changes.aspx>

Any changes to the services will commence from summer 2019.

## **10. Equality and Diversity Questions – why are they included?**

Our Equality Impact Assessment has highlighted some groups who may be affected by changes to our strategy. Questions are asked to ensure we have identified any specific issues for equality groups. It is not compulsory to answer these questions but it would be helpful in our analysis of the results.

## **11. Are you changing the start times of the concessionary fares?**

This consultation does not make any changes to the concessionary fares scheme. Currently a pass holder can travel for free in Essex from 09.00 Monday to Friday and all day at weekends and Bank Holidays anywhere in Essex. Full information about the concessionary bus pass can be found at [www.canigetapass.org.uk](http://www.canigetapass.org.uk)

## **12. Will the Broomfield Hospital Shuttle Bus be affected by the Saturday closure of the Chelmer Valley Park & Ride Service and other proposals in this consultation?**

The Broomfield Shuttle Bus does not currently operate on Saturdays and will not be affected by the Saturday closure.

The proposal to raise the child ticket age from 16 to 18 would apply.

An Inflationary fare increase would apply.

The proposal to offer discounted tickets through the app does still apply

Removal of ticket machines on site would apply but tickets can still be purchased on board the shuttle.

**13. My child has free transport to school – will this be affected?**

Children who are entitled to free transport to school will still have their transport provided. As the consultation is focussing on the Chelmer Valley Park & Ride on Saturdays only, this consultation is unlikely to affect school students.

**14. My child uses the Chelmsford Park & Ride service to get to school – will this be affected?**

The proposal to raise the child fare age on the Chelmsford Park & Ride from 16 to 18 will reduce the cost of student fares for 17 and 18 year olds.

As the consultation is focussing on the Chelmer Valley Park & Ride service on Saturdays only, this consultation is unlikely to affect school students.

**15. Will my Community Transport be affected by this review?**

No it will not be affected.

**16. Does this consultation relate to other current transport consultations?**

No. This is a separate consultation.

There is another Bus Consultation currently running titled “Local Bus Consultation December 2018” and to comment on this consultation please go to

[www.essex.gov.uk/local-bus-consultation](http://www.essex.gov.uk/local-bus-consultation)